



## Practice Profile

### HEART CARDIOLOGY CONSULTANTS

Heart Cardiology Consultants in Southfield, Michigan, includes 13 physicians and a total of 65 employees at two locations. Contracted by Providence Hospital, the practice performs diagnostic and interventional procedures as well as ongoing cardiac care.

### MEANINGFUL SAVINGS

Transcription costs cut by 75%, or almost \$156,000/year



### BACK IN THE BACK OFFICE

In the back office, Van Wagner is most excited with Aprima's billing and collections capabilities. In fact, when Heart Cardiology started negotiating a contract with Providence Hospital in 2010, Aprima was part of the negotiations: Van Wagner insisted that the hospital allow them to continue using their Aprima system.

Billers can see claim statuses immediately and follow up or make corrections simply by clicking on a claim in the superbill list; Aprima takes them directly to the claim itself, where they can quickly fix an error and resend a claim.

The tightly integrated nature of Aprima—where clinical data, superbills, claims statuses, and demographics are all connected—eliminates the work once need to look up data or cross-reference all these disparate pieces. Auto-posting alone saves Van Wagner's six-person billing staff countless hours of work.

"Our A/R has gone down tremendously," Van Wagner says. "The number of claims older than 100 days is half what it used to be, because Aprima gives us the ability to rework superbills, track claims, and address errors."

"Before Aprima, little things—like missing a digit in a Medicare number—would sit until you could print a big report and work it. Now we can spot those claims and fix the errors quickly instead of waiting for someone to work an A/R report."

### BUILDING THE BOTTOM LINE

The dramatic reduction in A/R is just one way Aprima is improving Heart Cardiology's finances. Although Van Wagner isn't able to quantify the impact on total billings, she knows Aprima has made a difference.

She explains, "Before Aprima, the doctors tended to downcode themselves. The billers and the physicians both noticed that average visit levels have increased. The doctors can see that there's solid documentation justifying those higher levels."

Aprima's biggest quantifiable financial impact has been reducing transcription costs. Heart Cardiology used to spend \$3,000–4,000 every week on transcription. Those costs have dropped by 75% since the doctors started charting electronically. The transcription costs incurred now are for dictating letters, recommendations, and other correspondence. Annual savings: nearly \$156,000 a year.

The back office is leaner now, too. Van Wagner estimates that she is saving at least one, perhaps two full-time-equivalent staff who used to be needed for medical records, filing, and correspondence. Including benefits, that probably saves \$80,000–90,000/year.

After more than two years, Van Wagner knows that her practice made the right decision by choosing Aprima's solution. "It's definitely been a positive experience. I would recommend Aprima to anyone who's thinking about it."



### APRIMA IS VISION

*Aprima's EHR/PM is built on a single database, which means users can move around in the system without having to take time to close one database and open another. This innovative design eliminates unnecessary complexity.*